

Certified Public Manager Program Curriculum as of March 2006

LEVEL/TITLE	COURSES	HOURS
Level I Front-Line Leadership I <i>To gain skills, knowledge, and behaviors necessary to lead employees to achieve results.</i>	Supervision I & Supervision II <ul style="list-style-type: none"> Supervisory Role & Responsibilities Communication Skills Building Work Relationships with Employees Individual Leadership Style & Effect Situational Leadership Managing Individual Performance Identifying & Resolving Problems 	14 & 14
TOTAL Hours		28
TOTAL Days		4
Level II Front-Line Leadership II <i>To understand workplace dynamics and gain techniques to improve group performance.</i>	Supervision III and Supervision IV <ul style="list-style-type: none"> Implementing Change Developing Work Teams Managing Workplace Conflict Preventing Workplace Violence Identifying Customers & Their Needs Improving Customer Satisfaction Communicating Through Writing Practicing Ethical Behavior 	14 & 14
Total Hours		28
Total Days		4
Level III The Manager as Facilitator <i>To apply skills and knowledge to effectively influence organizational performance.</i>	Orientation MBTI & Communication Managing Your Workforce Effective Presentations Effective Writing Problem Solving/Dealing with ambiguity Book Presentation What Great Managers Do Assignments: <ol style="list-style-type: none"> Written Document for Writing Class Book Review – <i>First Break all the Rules</i>) Completion of 360 Feedback on Management/Leadership Skills 	6.0 17.5 10.0 9.0 6.5 3.5 3.5
Total Hours		56.0
Total Days		9.0

Level IV Organizational Systems <i>To integrate and coordinate organizational systems to achieve organizational goals.</i>	Politics in State Government The Organization as Culture Negotiation & Mediation Administrative Law & Rule Making Policy Administration Legislative Protocol Employment Law Legislative & Budgeting Process Emotional Intelligence Leadership Project Management & Job-Related Project Orientation Assignments: 1. Book Review on Leadership Book 2. Agency Budget Report 3. Legislative Observation Report	3.5 7.0 10.0 3.5 7.0 2.0 7.0 7.0 7.0 3.5 7.0
Total Hours Total Days		64.5 10
Level V The Learning Organization <i>To focus more advanced skills on organizational outcomes.</i>	Mental Models/Shared Vision Personal Mastery/Team Learning Systems Thinking Report Writing Communication for Managers Assignments: 1. Internet Research – <i>The Learning Organization</i>	7.0 7.0 7.0 7.0 7.0
Total Hours Total Days		35.0 5.0
Level VI Strategic Leadership <i>To develop capacities and competencies for innovative state leadership.</i>	Applied Ethics Critical Thinking Principles for Partnership Awareness to Action Organizational Transformation Assignments: 1. Leadership Practices Survey & Action Plan	7.0 10.5 7.0 7.0 7.0
TOTAL Hours TOTAL Days		38.5 6.0
Level VII Project & Testing	Job-Related Project Comprehensive Test	50.0
Total Hours		50.0
TOTAL	Classroom Training	250.0
TOTAL	Work-Related Project	50.0
GRAND TOTAL		300.0